



COMMUNITY DEVELOPMENT DEPARTMENT PLANNING DIVISION

DRIVE-THRU BUSINESS

A “drive-thru business” is defined as any place of business where customers order and receive goods, including prepared food, by driving to one or more windows.

Drive-thru businesses are regulated to ensure their compatibility with their surroundings, and to avoid any conflicts that may arise between the drive-thru business and nearby uses. A drive-thru business is subject to the granting of a conditional use permit.

APPLICABILITY AND PERMIT REQUIREMENTS

Drive-thru facilities are considered incidental to the permitted use onsite and do not require special permitting. The standards set forth by Article V of the Zoning Code – Base Zones and Related Use and Development Provisions, as well as Chapter 19.475 of the Zoning Code – Drive-thru Businesses, shall apply to drive-thru businesses unless otherwise specified below.

SITE LOCATION, OPERATION, AND DEVELOPMENT STANDARDS

Drive-thru facilities are permitted as incidental uses in O, CR, CG, and CRC Zones only, provided they meet the following criteria.

- A. The drive-thru business shall maintain a minimum 100-foot street frontage and be located on an arterial street, as indicated by the Riverside General Plan – Master Plan of Roadways.
- B. When a drive-thru business adjoins any lot in a residential, office, or any mixed use zones, a minimum 6-foot high masonry wall shall be erected and maintained along such property line; provided, however, that such wall shall be only 3 feet high from the setback line of the adjoining property to the front property line.
- C. Buildings shall be located at least 20 feet away from all property lines. A minimum landscape planter of 8 feet in width shall be provided in the 20 foot setback area. Canopies over the drive-thru lane may project up to 10 feet into the required side and rear setback.
- D. All buildings shall be limited to a maximum height of 35 feet.
- E. Drive-thru Lane Standards
 1. Restaurants shall maintain drive-thru lanes that are a minimum of 180 feet in length to provide on-site storage for a minimum of 10 vehicles.
 2. All other uses shall maintain drive-thru lanes that are a minimum of 36 feet in length to provide on-site automobile storage for a minimum of 2 vehicles.

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3. Each drive-thru lane shall be a minimum of 12 feet in width. The lane shall be independent of any on-site parking, parking maneuvering areas, public streets, alleys, or traffic ways.
- F. Additional requirements for drive-thru lanes associated with restaurants:
 1. Drive-thru windows are discouraged on the front building elevation directly facing a street frontage.
 2. Drive-thru lanes shall be designed in such a way as to be screened from view from the street through elevation differences, landscaping, arbors, trellises, canopies, walls, and other architectural features to reduce the visual presence of drive-thru operations.

PERMIT FINDINGS

In addition to the provisions specified above, the following findings must be made by the Approving or Appeal Authority for the granting of the appropriate permit for a drive-thru business:

- A. That the use will not substantially increase vehicular traffic on streets in a residential zone.
- B. That the use will not substantially lessen the usability of adjacent or nearby commercially zoned property or commercial use by interfering with pedestrian traffic.
- C. That the use will not create increased traffic hazards to pedestrians.
- D. That the site will be adequate in size and shape to accommodate said use and to accommodate all yards, walls, parking, landscaping and other required improvements.
- E. That the use will not substantially lessen the usability and suitability of adjacent or nearby residentially zoned property for residential use.

TRAFFIC STUDY

A traffic study addressing both on-site and off-site traffic and circulation impacts may be required as part of the permit application.

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